

Compliance & Training Bureau:  
Secure Site NB/FP Training

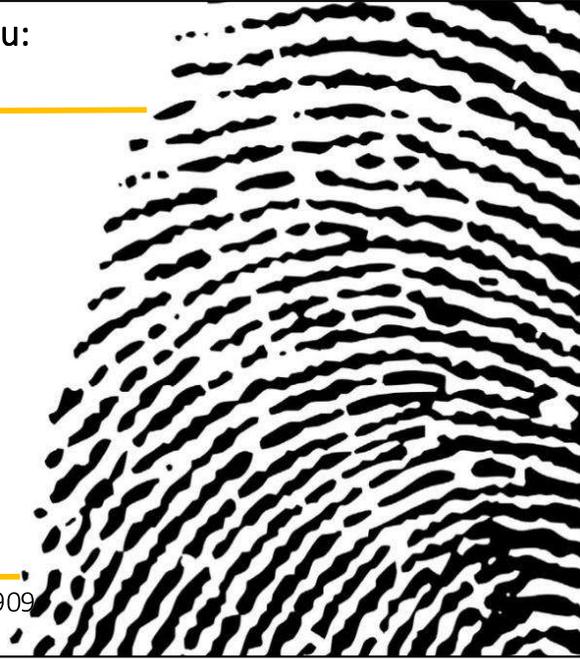
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Crime Records Division  
Audit & Training Unit

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Ph: 512-424-2474, option 3 Fax: 512-424-2909



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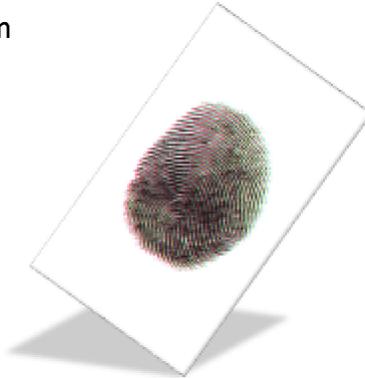
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## Secure Site Units



All units work together to provide agencies access to Criminal History Record Information (CHRI) from the Secure Site.

- *Access and Dissemination Bureau*
  - Fingerprint Services Unit
  - Criminal History Inquiry Unit
  - Billing Unit
  - ADB Support Unit
- *Compliance and Training Bureau*
  - Non-Criminal Justice Audit and Training Unit



These all the units that would together to make sure we can assist you.

- **Fingerprint Services Unit:** Helps with fingerprint rejects, problems with the FACT clearinghouse, service codes and FRB status problems.
- **Criminal History Inquiry Unit:** Open/Closes accounts, adds/removes users, unlocks accounts, helps with legislative authority.
- **Billing Unit:** Billing issues if your agency gets billed.
- **ADB Support Unit:** Fingerprinting vendors, locations, complaints, suggestions.

# Laws And Policies



## 411 Texas Government Code

- **GC §411.084 Use of Criminal History Record Information**
  - (a-1) The term "criminal history record": The information contained, wholly or partly, in a document's original form or any subsequent form or use.
  - (c) An agency or individual may not confirm the existence or nonexistence of criminal history record information to any person that is not eligible to receive the information.
- **GC §411.085 Unauthorized Obtaining, Use, or Disclosure of Criminal History Record Information; Penalty.**
  - Class B Misdemeanor
  - Second Degree Felony
- **Do you know your 411 Texas Government Code?**
  - <https://statutes.capitol.texas.gov/>

It is very important to know your 411 statute that grants you access to the TX DPS Secure Site, if you do not know your own please contact our email:  
[CJIS.audit@dps.texas.gov](mailto:CJIS.audit@dps.texas.gov)

# Laws And Policies



Access and Dissemination Policy – Located on the Secure Site and the CJIS Launch Pad

- **Access by Criminal and Non-Criminal Justice Entities**
  - Legislative Authority for Criminal and Non-criminal Justice Entities' Access
  - Agency User Agreements
- **Personnel Security**
  - Authorized Users
  - User Identifier
  - Personnel Sanctions
- **Facility And Information Security**
  - Facility Security Standards
  - Physical Protection
  - Information Security Standards
  - Media Protection
- **Criminal History Record Information**
  - Obtaining, Use and Dissemination of Criminal History Record Information
  - Dissemination is **Restricted**
  - FACT Clearinghouse Subscriptions
    - Unsubscribe to individuals who are no longer associated with the agency within 3 business days.
- **Incident Response Policy**
  - Reporting Security Events
- **Criminal Justice Information Services (CJIS) Security Policy**
  - CSP Version 5.9.2
  - Security Audits

The FBI requires that DPS has security policies that is the Access and Dissemination Policy the FBI also requires you to have policies, these are different policies that your agency should have in place if your are access CHRI. We have a sample in our CJIS launch pad you also have to have an incident reporting form in place. CJIS Launch Pad <https://texas.cjisapps.com/noncrim/launchpad/cjisdocs/docs.cgi>

# Laws And Policies



## How to Find the Access and Dissemination Policy and how to Find the Criminal Justice Information Services (CJIS) Security Policy :

- Select Criminal History Search or FACT Clearinghouse
- Select A&D Policy under “New Users”
- Scroll to the bottom of page for CJIS Security Policy and open FBI link.

Account Management

- New User Sign up
- My Account
- Message Center
- Help & Support
- Managed Supervised Users Guide

Additional Services

- Criminal History Search
- Sex Offender Registry
- FACT Clearinghouse
- CJ Rap Back Program
- Other Services & Information

New Users	Current Users
<u>Access and Dissemination Policy</u>	<a href="#">Search Database</a>
<a href="#">New User Sign up</a>	<a href="#">Your Search History</a>
<a href="#">How To Search</a>	<a href="#">Purchase Credits</a>
1-855-481-7071	<a href="#">Your Purchase History</a>
	<a href="#">Manage Supervised Users</a>

New Users	Current Users
<a href="#">New User Sign up</a>	<a href="#">View Worklists</a>
<u>Access and Dissemination Policy</u>	<a href="#">Search FACT Clearinghouse</a>
	<a href="#">Offline Applicant Management</a>

**VI. CRIMINAL JUSTICE INFORMATION SERVICES (CJIS) SECURITY POLICY**

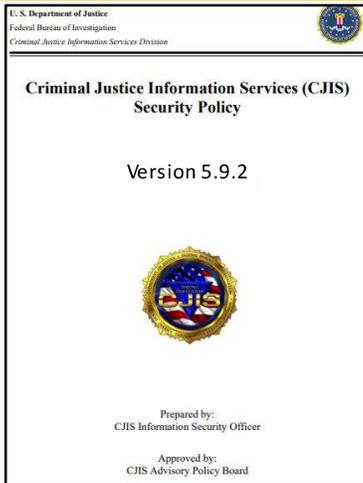
**A. CSP Version 5.9 (last updated 06/01/2020)**

**Policy:** The CJIS Security Policy outlines the requirements for all criminal and non-criminal justice entities that access CJIS and the DPS CRD Secure Site.

**Commentary:** The CJIS Security Policy may be found at the link below, with Appendix J for the non-criminal justice agency supplemental guidance.

<https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>

# Laws And Policies



## CJIS Security Policy

- Is provided by the FBI for all agencies with access to CHRI.
- The Access and Dissemination Policy cites the CJIS Security Policy.
- The FBI along with DPS will audit agencies.

This is the FBI Security policy it outlines the minimum standards for security, anyone who access Fingerprinting (FACT) should be aware of for their future audits. Some of the policies you want to review are for example an Outsourcing Agreement, FIPS 140-2, and CJIS Security Awareness Training. <https://le.fbi.gov/cjis-division/cjis-security-policy-resource-center>

# Laws And Policies



## CJIS Policies – **Sample Policy is Available**

- **Agencies will need to implement the following:**

- Policy for the discipline of CJIS violators. **(CSP 5.12.4)**
- Physical protection policy to ensure Criminal Justice Information (CJI) is secured. (Access to secure areas) **(CSP 5.9)**
- Protection and procedures policy to ensure digital and physical media in all forms is secured. **(CSP 5.8)**
- Policy and procedures for the sanitization and destruction of electronic media. **(CSP 5.8)**
- Policy and procedures for the disposal and destruction of physical media. **(CSP 5.8)**
- Incident response policy. **(CSP 5.3 & 5.13.5)**

If you do not have policies, we have policies in our CJIS launch pad.



## Access to CHRI



### Least Privilege – CJIS Security Policy 5.5.2.1

- The agency shall enforce the most restrictive set of rights/privileges or access needed by users for the performance of specified tasks.
  - The agency shall implement least privilege based on specific duties, operations, or information systems as necessary to mitigate risk to CJ.
  - This limits access to CJ to only authorized personnel **with the need and the right to know.**



# Access to CHRI



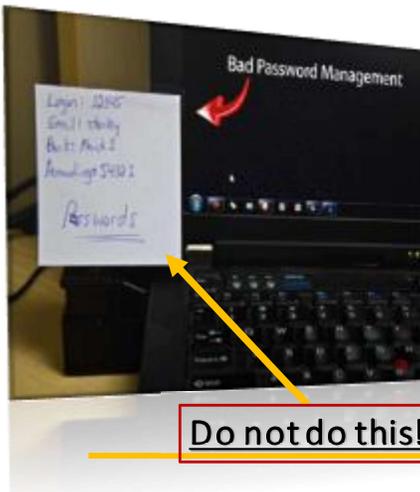
## Access to Physical Media and Digital Media

A screenshot of a web page showing a sign-in form on the left and a 'Restricted Access' warning on the right. The sign-in form includes fields for 'User ID' and 'Password', a 'Sign in' button, and links for 'Forgot your Password?', 'Forgot your User ID?', and 'New User Sign up'. The 'Restricted Access' section contains the following text: 'Users may only access this site with an assigned User ID. No person is permitted to use this site using another person's User ID and Password.' Below this is a paragraph: 'This system is restricted to authorized users only. System usage will be monitored, recorded, and subject to audit. Unauthorized access, use or misuse of the system is prohibited and may result in criminal and/or civil penalties. Use of the system indicates consent to monitoring, recording, and audit.' At the bottom of the warning is a yellow 'I agree' button.

- Read and select “I agree” for Restricted Access Notification.
- Only individuals who are authorized to view CHRI may have access.
- Individuals who have completed the CJIS Security Awareness Training are considered authorized. (FP agencies only)
- **Do not** share your credentials that grant you access to the Secure Site.

Every time you enter our secure site you are agreeing to not share CHRI with anyone unauthorized and to no share your credentials with anyone.

## Access to CHRI



### Acceptable Password Management

- Notebooks, locked up securely
- Excel spreadsheets with encryption
- Password managers with encryption
- **Do not** auto-save, auto-fill or share passwords.
- Memorized secret verifiers shall not permit the subscriber to store a "hint" that is accessible to an unauthenticated claimant.

### Additional compliance items:

- A session lock shall be in place of 30 minutes or less.
- Computer monitors shall be positioned to prevent the unauthorized viewing of CHRI, if this is not possible privacy screen protectors shall be in place.

# Access to CHRI



## Physical Access to Secured Areas – CJIS SP 5.9

### **Secured Area is where the CHRI is retrieved, viewed, and stored**

- Control all physical access points for secured areas
- Authenticate visitors prior to access
- Escort visitors at all times
- Control access for data closet containing the network servers
- Secure print for network printer (password)

<https://admit.ucdavis.edu/tech-tips/how-secure-print>



# Required Training



**My Account**

**Organization / Company**

- [Organization Profile \(View/Update\)](#)
- [Add New User](#)
- [Message Center](#)

**My Profile**

- [My Profile \(View/Update\)](#)
- [Verify Contact Information](#)
- [View Assessments](#)
- [User Training](#)

**Account Security**

- [Update Password](#)
- [Manage Access Points](#)
- [Verify Email Address](#)

**Criminal History Search**

- [Search Database](#)
- [Your Search History](#)
- [Recent Credit Usage](#)
- [Purchase Credits](#)
- [Manage Supervised Users](#)

## Secure Site Training Modules

- All modules must be completed prior to usage of the Secure Site.
- Depending on the status of the user, some will take more modules than others.
- Modules will train the user how to use the Secure Site.
- It is a one-time exam per module unless there is an update. You may review modules at anytime.

Course Description	Status	
Criminal History - 1. Introduction and Overview	PASS	<a href="#">Training</a>
Criminal History - 2. Account Management	PASS	<a href="#">Training</a>
Criminal History - 3. Handling Information	PASS	<a href="#">Training</a>
Criminal History - 4. Name-Based Searches	PASS	<a href="#">Training</a>
Criminal History - 6. FACT Clearinghouse	PASS	<a href="#">Training</a>

# Secure Site

## My Account

### Navigation Area

- Select "My Account"

### Data Users and Supervisors:

- Must complete training.
- Sign Agreements, if not, data user will be locked out.
- If supervisor does not sign, both will be locked out.

### My Account

#### Organization / Company

- [Organization Profile \(View/Update\)](#)
- [Add New User](#)
- [Message Center](#)

#### My Profile

- [My Profile \(View/Update\)](#)
- [Verify Contact Information](#)
- [View Agreements](#)
- [User Training](#)

#### Account Security

- [Update Password](#)
- [Manage Access Points](#)
- [Verify Email Address](#)

#### Criminal History Search

- [Search Database](#)
- [Your Search History](#)
- [Recent Credit Usage](#)
- [Purchase Credits](#)
- [Manage Supervised Users](#)

Supervisors:  
View Data Users for the Organization.  
\*Ensure everything is current\*

Supervisors:  
Monitor searches and  
manage users.



## Secure Site



### Supervisors – Manage Users

- **My Account**
  - Manage Supervised Users
  - Select Display all Accounts
  - Active data users should be “Supervised by me”
  - If data users are not supervised, they will be locked out.
- **Expired Supervisors:**
  - No activity for 90 days will expire users.
  - If supervisor is expired, the whole account will be locked.
  - Contact Criminal History Inquiry  
Unit at [NCJU@dps.texas.gov](mailto:NCJU@dps.texas.gov) or 512-424-2474, Option 1

A screenshot of a web interface titled "CCH Supervised Users". It contains several radio button options: "Display accounts supervised by me" (selected), "Display accounts without a supervisor", "Display all accounts", and "Only active users". There is a "Continue" button to the right. Below this is a table with columns "User Details" and "User Status Supervisors Supervision". The table has one row with the following data: Name: John, Email: john@organization.org, Address: 123 Main St, Hometown, TX 77777, Phone: 555-555-7890, Status: ACTIVE, Supervisor: Doe, John | Supervised by me, and an Update button.



## Supervisors – Disable Users and Expired Supervisors

### My Account

1. Organization Profile (View/Update)
2. Find user and select “Detail”
3. Select “Disable by User”
4. **Contact Criminal History Inquiry Unit at [NCJU@dps.texas.gov](mailto:NCJU@dps.texas.gov) or 512-424-2474, Option 1**

#### System-Wide Account Status

Please contact DPS when you have disabled a user from access to Secure Site login. We must take additional actions. [NCJU@dps.texas.gov](mailto:NCJU@dps.texas.gov) or [512-424-2474](tel:512-424-2474).

- This account is active
- Disabled By User
- Disabled By Administrator

Supervisors can disable users following the information on that page to contact CHIU to finalize.

Expired Supervisors will disable all users under them – contact CHIU

# Secure Site

## Name Based Searches



The screenshot shows the "TxDPS Crime Records Service Secure Website" interface. The header includes the Texas Department of Public Safety logo and the slogan "Courtesy - Service - Protection". Below the header, there are navigation links for "Sign out", "Support", and "Print". The main content area is titled "TxDPS Crime Records Service Secure Website" and contains several sections:

- Computerized Criminal History Search**: Search for individuals in the Computerized Criminal History System (CCH). Access is restricted to authorized Entities.
- Texas Sex Offender Access for Criminal Justice Users**: Allows local law enforcement agencies to submit and search information for Texas Sex Offender Registry.
- F.A.C.T. Clearinghouse**: The FACT Clearinghouse is a repository of the DPS and the FBI fingerprint-based criminal history results. Only persons processed through Fingerprint Applicant Services of Texas (FAST) are eligible for FACT.
- Criminal Justice Rap Back Program of Texas**: The core function of the Texas' Criminal Justice Rap Back Program is to notify criminal justice agencies when a person who has fingerprints on file with the FBI is arrested or has criminal activity associated with those fingerprints.

At the bottom, there is a section for "Related Services and Websites" with links to "TxDPS Website", "Texas.gov", "TxDPS CRS Public Website", and "Missing Persons Clearinghouse".

This is our CCH system, it provides Texas records only and does not create subscriptions. Searches done in this system must be logged.

# Access to CHRI

## Name-Based (Computerized Criminal History Search)



- Name-based searches are Soundex **TEXAS only** searches
- An application must be received prior to searching an individual (*Civil purpose only does not apply to CJ purposes*)
- 4.2.5.1 Justification - All users shall provide a reason for all inquiries
  - CCH Verification forms or CCH logs
  - CCH verification form is not a consent form
  - Keep form or log for audit purposes
- Name-based searches cannot be disseminated
  - Fingerprint results are true identity
  - TXI Review



TXI Reviews can be used to verify identity or if you have question about the CHRI of the applicant, can also be used if applicant wants a copy of their own CHRI. This is an alternative to the FACT clearinghouse that does not create a subscription.

# Access to CHRI



**DPS Computerized Criminal History (CCH) Verification**  
(AGENCY COPY)

I, JOHN DOE acknowledge that a Computerized Criminal History (CCH) check may be performed by accessing the Texas Department of Public Safety Secure Website and may be based on name and DOB identifiers. (This is not a consent form, but serves as information for the applicant.) Authority for this agency to access an individual's criminal history data may be found in Texas Government Code 411, Subchapter F.

Name-based information is not an exact search and only fingerprint record searches represent true identification to criminal history record information (CHRI). Therefore the organization conducting the criminal history check is not allowed to discuss with me any CHRI obtained using the name and DOB method. The agency may request that I also have a fingerprint search performed to clear any misidentification based on the result of the name and DOB search.

In order to complete the fingerprint process I must make an appointment with the Fingerprint Applicant Services of Texas (FAST) as instructed online at [www.dps.texas.gov/Crime-Records-Information/Review-of-Personal-Criminal-History](http://www.dps.texas.gov/Crime-Records-Information/Review-of-Personal-Criminal-History) or by calling the DPS Program Vendor at 1-888-467-2080, submit a full and complete set of fingerprints, request a copy be sent to the agency listed below, and pay a fee of \$25.00 to the fingerprinting services company.

Once this process is completed the information on my fingerprint criminal history record may be discussed with me.

(This copy must remain on file by this agency. Required for future DPS Audits)

Signature of Applicant or Employee (optional)  
Date: \_\_\_\_\_  
123 AGENCY  
Agency Name (Please print)

HUNGRY HIPPO  
Agency Representative Name (Please print)  
HUNGRY HIPPO  
Signature of Agency Representative  
Date: 06/01/23

Please:  
Check and Initial each Applicable Space  
CCH Report Printed:  
YES  NO \_\_\_\_\_ H.H. initial  
Purpose of CCH: Applicant: Administrator  
Fingerprint Vendor/Contractor: \_\_\_\_\_ H.H. initial  
Date Printed: 06/01/23 H.H. initial  
Destroyed Date: 06/02/23 H.H. initial  
Retain in your files

**CCH Verification Log - Non Criminal Justice**

NO.	Search Date	NAME	Purpose of CCH	Reference #	CCH Printed	INTL	Date Printed	Date Destroyed	INTL
1	06/01/23	JOHN DOE	Applicant: Administrator	123	YES	NO	H.H.		
1	06/01/23	JANE DOE	Applicant: Administrator	123	YES	NO	H.H.	06/01/23	06/01/23 H.H.
1					YES	NO			
1					YES	NO			
1					YES	NO			
1					YES	NO			

**Criminal Justice CCH Verification**

Search Date	NAME	Purpose of CCH	Reference #	CCH Printed	INTL	Date Printed	Date Destroyed	INTL	Requested By	Provided To
6/1/2023	John Doe	Employment Applicant: Police Office	1234	NO	N.H.					
6/1/2023	John Doe	Employment Applicant: Police Office	123	YES	N.H.	6/1/2023	6/2/2023	N.H.		
6/1/2023	John Doe	Criminal Justice Purpose: Case#1232	1232	YES	N.H.	6/1/2023		N.H.	Austin PD	Investigator Gato
				YES	N.H.					

To prepare for the audit make sure you have each one of your searches logged and have some sort of documentation to proof purpose.  
Ex: Job applications, payroll, job offer

# Secure Site



## Name-Based Searches

- Navigation Area
  1. Criminal History Search
  2. Search Database
  3. Read and agree Caveats
  4. Begin name-based search

**Caveats**

It is your responsibility to make sure the records you access through this site pertain to the person about whom you are seeking information. Extreme care should be exercised in using any information obtained from this Web site. Neither the DPS nor the State of Texas shall be responsible for any errors or omissions produced by secondary dissemination of this data.

DPS cannot guarantee the records you obtain through this site relate to the person about whom you are seeking information. Searches based on names, date of birth and other alphanumeric identifiers are not always accurate. The only way to positively link someone to a criminal record is through fingerprint identification.

The unauthorized use or disclosure of information contained in this Web site may result in severe criminal penalties. See Section 431.085 of the Texas Government Code.

Criminal History Search Results will be available from the Search History page for 7 days from the date searched. After this period requests must be submitted as a new search.

I have read and agree to the above statements.

**Name to Search**

Instructions: When entering names do not enter nicknames. You can enter a hyphenated name by separating the names using a hyphen. (Example: "JOHN-SMITH"). The system will search for all combinations of names. The system will execute your search both with and without a middle name.

Last Name (Required):

First Name (Required):

Middle Name:

Date of Birth (Optional)

Instructions: When searching with a complete birth date, the system will match on records with an exact birth date, a month & day match or a year-only match. Valid input options are: (Y) Year, Month & Day; (M) Month & Day; (Y) Year-Only.

Year:

Month:

Day:

**Search Identifier (Optional)**

Instructions: You can use the 'Search Identifier' as a way to locate this search at a later time. A common use is to enter an Employee ID.

Search Identifier:

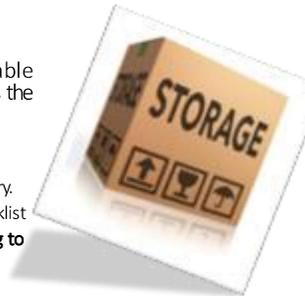
Search identifier is optional but can be helpful come audit time.

# Security and Storage



## Physical Media

- Printed and stored CHRI will need to be locked at all times. Only **authorized individuals** shall have keys for locked CHRI.
  - Do not commingle CHRI in personnel files.
  - Do not keep/store any physical CHRI, we recommend disposing once your decision has been made. FACT Clearinghouse is live data, storage is not necessary/recommended.
  - **Criminal History Record Information (CHRI)** — A subset of CJII. Any **notations** or other written or electronic evidence of an arrest, detention, complaint, indictment, information or other formal criminal charge relating to an identifiable person that includes identifying information regarding the individual as well as the disposition of any charges
    - Recommend not keeping any kind of log tracking an individual's criminal history search results .
    - Recommend not keeping any file management with notations about criminal history.
    - Recommend not keeping any "passed or failed criminal history check" lists or checklist
    - **If you keep any of the listed, you must treat them as CJII and retain/secure according to your statute and CJIS SP.**
    - Electronic retention of CHRI shall be encrypted with passphrase. (5.10.1.2.2)



We are talking about building access inside and out.

If your statute allows for the retainage of CJII then it must be secured at all times

Comingling – separate files, our CHRI from our site is not subject to open records or court orders.

Transporting – should not be needed. No offsite storage allowed.

# Security and Storage



## Digital Media – Part 1

- **If stored electronically within desktop, database, network, cloud, and email. All will need to be encrypted with FIPS 140-2 / 197. CHRI shall be encrypted during transit and at rest.**
  - IT personnel will need to be fingerprinted. (If 411 permits or TXI Review)
  - Only authorized individuals shall have access to the encryption keys.
  - CHRI will need to be in a File Management. Do not create a mass storage or database.
  - Firewall and Anti-Virus in place with current version.
  - Encrypt CJI prior to uploading to cloud.
- **Windows Vista, Windows XP, Windows 7, and Windows 8** are EOL-End of Life, they shall not be used for access and storing CHRI. (CSP 5.10.4.1)
- **macOS 10.15 (Catalina), macOS 10.14 (Mojave), macOS 10.12 (Sierra)** and older are EOL-End of Life, they shall not be used for access and storing CHRI. (CSP 5.10.4.1)

# Security and Storage



## Digital Media – Part 2

- Apply routine patches to all software or components in a timely manner. (CSP 5.10.4.1)
- CHRI Shall not be accessed from public computers.
- If the Secure Site is accessed by mobile devices from the agency, implement the following;
  - VPN – Virtual Private Network (Laptops)
  - Restrict WiFi
  - Monitor and control wireless access.
  - Application that prevents CJI to be shared on personal applications. (Facebook, Twitter, etc.)
  - Application for IT personnel to disable wireless device if lost or stolen.
  - Mobile Device Management (Smartphones and Tablets)
  - 5.5.6.1 : BYOD (bring your own device) Shall have agency established and documented terms and Conditions and controlled per CJIS 5.13 requirements

# Sanitization and Destruction



## Physical Media

- If printed, we recommend you destroy after decision has been made otherwise it has to be treated as CJ and you must follow retention/storage as outlined by your statute and CJIS Security Policy.
- Shred, pulverize, or incinerate printed CHRI **in-house**.
- Destruction shall be done or witnessed by authorized individuals, **otherwise an Outsourcing Standard Agreement should be in place.**
  - Criminal Justices agencies must have MCA or SA in place.

## Digital Media

- Sanitize or destroy all digital media containing CJ when it's inoperable or will no longer be used by the authorized agency.
  - Computers
  - Laptops
  - Tablets
  - Smartphones
  - Network Printers
- Sanitization and Destruction shall be done or witnessed by authorized individuals.
- **Recommend not to** store anything from the FACT Clearinghouse electronically.

This is all required to be in your agency's CJ Policy - in the FBI Sample Policy in the Launch Pad that you may adopt

Check your statute for retention – preferably, do not save – everything is live in FACT and the records will update, the second you print that record is stagnant and out of date.

3<sup>rd</sup> party is not to shred onsite UNLESS witnessed by authorized personnel, cameras do not qualify

If taken offsite to shred, OS needed – all contractor employees need to be FP IF YOUR STATUTE ALLOWS. If it does not allow then FP through personal review – not your SC for schools – expensive

So options to sanitize old equipment are to remove hard drives when necessary and physically destroy – check copier contracts for additional fees

For individuals no longer with agency, purge information unless required for retainage by your regulatory agency

## Outsourcing: Non-Criminal Justice Agencies



- **All outsourced vendors will have to be vetted through TX DPS and become CJIS Security Policy approved.**
- **The following will need to be in place for an Outsourcing Standard:**
  - Written Request Letter.
  - Copy of the contract with the vendor. It must reference the CJIS Security Policy and Outsourcing Standard Agreement.
  - A completed Outsourcing Standard.
  - Vendors will need to be fingerprinted.
- **After outsource vendors are approved, agency will have to:**
  - Conduct an audit within 90 days of the Outsourcing Standard Agreement approval date.
  - Report any incidents to TX DPS.
  - Keep vendors current with CJIS Security Policy.
  - Fingerprint vendor (if statute allows if not then TXI)
  - CJIS security Awareness Training
- **Depending on the services, an Outsourcing Standard can be prevented if authorized personnel from the agency performs or witness the services.**

## Outsourcing: Criminal Justice Agencies

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- **Security Addendum or Management Control Agreement Required (IT, Storage, Data Destruction, and Retrieval)**
  - Samples available in CJIS Launchpad
  - Non-Criminal Justice Agency (Government) Ex: City/County, will require a Management control agreement (CJIS 5.1.1.4)
  - Private vendors/contractors require Security Addendum (CJIS 5.1.1.5)
- **Vendors are required to complete CJIS security awareness training and be fingerprinted**

## Public Resources



- **DPS Public Site:** Convictions or deferred adjudications that have been reported to the Department on an offense.
  - <https://publicsite.dps.texas.gov/convictionnamesearch/>
- **DPS Public SOR:**
  - <https://publicsite.dpd.texas.gov/sexoffenderregistry/>
- **TXI Review/ TXE Review**
  - [dps.texas.gov/internetforms/Forms/CR-63.pdf](https://dps.texas.gov/internetforms/Forms/CR-63.pdf)
- [dps.texas.gov/internetforms/Forms/CR-68.pdf](https://dps.texas.gov/internetforms/Forms/CR-68.pdf)



If your legislative authority does not let you run a specific population, we have options to still run background checks on the public records side of DPS.

The following is FACT Clearinghouse Only

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# Secure Site

## Fact Clearinghouse



[Sign in](#) | [Support](#) | [Print](#)

**Account Management**

- New User Sign up
- My Account
- Message Center
- Help & Support

**Managed Supervised Users Guide**

**Additional Services**

- Criminal History Search
- Sex Offender Registry
- FACT Clearinghouse**
- CJ Rap Back Program
- Other Services & Information

**TxDPS Crime Records Service Secure Website**

**Computerized Criminal History Search**  
Search for individuals in the Computerized Criminal History System (CCH). Access is restricted to authorized Entities.

**Texas Sex Offender Access for Criminal Justice Users**  
Allows local law enforcement agencies to submit and search information for Texas Sex Offender Registry.

**F.A.C.T. Clearinghouse**  
The FACT Clearinghouse is a repository of the DPS and the FBI fingerprint-based criminal history results. Only persons processed through Fingerprint Applicant Services of Texas (FAST) are eligible for FACT.

**Criminal Justice Rap Back Program of Texas**  
The core function of the Texas' Criminal Justice Rap Back Program is to notify criminal justice agencies when a person who has fingerprints on file with the FBI is arrested or has criminal activity associated with those fingerprints.

**Related Services and Websites**

- [TxDPS Website](#)
- [Texas.gov](#)
- [TxDPS CRS Public Website](#)
- [Missing Persons Clearinghouse](#)

# Access to CHRI



## Fingerprinting

- Please ensure to use the correct Service Code and ensure your agency's Service Code is not shared
- A completed application must be received prior to fingerprinting an individual.
- You may only disseminate fingerprint results to authorized individuals & the to the individual of the record.
  - **In person**
  - Certified Mail
  - Secure Fax Machine
  - Do not disseminate over the phone.
  - Recommended not sending CHRI by email due to encryption requirement
  - Recommend having a release form.
- Unsubscribing to the individuals who are no longer with the agency is a requirement.
  - GC § 411.0845
  - Unsubscribe within 3 business days per the Access & Dissemination Policy.



# Required Training



CJIS Security Awareness Training is now **ANNUAL**

Level 1 is now

Level 2 & 3 are now

Level 4 is now

LASO

Security and Privacy: Basic Role	<b>Personnel with Unescorted Access to a Physically Secure Location</b> (This level is designed for people who have access to a secure area but are not authorized to use CJJ)
Security and Privacy: General Role	<b>All Personnel with Access to CJJ</b> (This level is designed for people who are authorized to access an information system that provides access to CJJ)
Security and Privacy: Privileged Role	<b>Personnel authorized to perform security-relevant functions</b> (This level is designed for all information technology personnel including system administrators, security administrators, network administrator, etc...)
Security and Privacy: Security Role	<b>Organizational Personnel with Security Responsibilities</b> (This level is designed for personnel with the responsibility to ensure the confidentiality, integrity, and availability of CJJ and the implementation of technology in a manner compliant with the CJIS Security Policy)

# Required Training



**My Account**

**Organization / Company**

- [Organization Profile \(View/Update\)](#)
- [Add New User](#)
- [Message Center](#)

**My Profile**

- [My Profile \(View/Update\)](#)
- [Verify Contact Information](#)
- [View Assessments](#)
- [User Training](#)

**Account Security**

- [Update Password](#)
- [Manage Access Points](#)
- [Verify Email Address](#)

**Criminal History Search**

- [Search Database](#)
- [Your Search History](#)
- [Recent Credit Usage](#)
- [Purchase Credits](#)
- [Manage Supervised Users](#)

## Secure Site Training Modules

- All modules must be completed prior to usage of the Secure Site.
- Depending on the status of the user, some will take more modules than others.
- Modules will train the user how to use the Secure Site.
- It is a one-time exam per module unless there is an update. You may review modules at anytime.

Course Description	Status	
Criminal History - 1. Introduction and Overview	PASS	<a href="#">Training</a>
Criminal History - 2. Account Management	PASS	<a href="#">Training</a>
Criminal History - 3. Handling Information	PASS	<a href="#">Training</a>
Criminal History - 4. Name-Based Searches	PASS	<a href="#">Training</a>
Criminal History - 6. FACT Clearinghouse	PASS	<a href="#">Training</a>

# Secure Site



## Clearinghouse - Worklist

### Navigation Area

- Fact Clearinghouse
- View Worklist
  - Select a worklist to view

Worklists	Applicant Description	Worklist	Applicants
		EVENT_ALL	247
		EVENT_CCH	98
		EVENT_FBI	149
		NEW_HIT	71,161
		NEW_HIT_FBI	5,811
		NEW_HIT_SOR	87
		NEW_NOHIT	359,155
		NEW_NOHIT_FBI	31,279
		NEW_SUBSCRIPTION	224
		REJECT_CCH	776
		REJECT_FBI	3,834
		REJECT_FBI_MULTIPLE	2,714

**Key**

Applicant submission indicators display the HIT/NOHIT status at the time the applicant submission was processed. Current HIT/NOHIT status must be determined by reviewing the Applicant Record Detail.

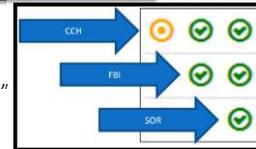
Applicant Submission Indicators correspond to responses from CCH, FBI & SOR respectively.

Applicant Submission Indicators:

- There was no criminal history in the response.
- A Criminal History was found in the response and should be reviewed.
- The Fingerprint event was rejected and must be resubmitted.
- The response has not yet been submitted and/or returned.
- After 1-month, applicant submission indicators are not available and are displayed as this indicator.

SID	Name	Cause Number	Event Date	Initial Response	Action
80001234	DOE, JOHN		11/08/2017		<a href="#">Detail</a> <a href="#">Close</a>
83210000	DOE, JANE		10/20/2017		<a href="#">Detail</a> <a href="#">Close</a>

- Click Detail to View Record
- Click Close to remove from the "Worklist"  
(Close button will NOT unsubscribe)



So all users that access the FACT should know how to use their Worklist and should visit it regularly this is where you are updated live about your subscriptions.

Use this Worklist as a Notification Center. When ever you receive an email letting your know there has been an event in someone's Fingerprint you would log into the FACT and review the information.

After reviewing you should close out this notification in Worklist. Closing the notification is not going to unsubscribe.

# Secure Site



## Clearinghouse - Worklist

### Navigation Area

- o Fact Clearinghouse
- o **Closing** from the "Worklist" will **NOT unsubscribe**

SID	Name	Cause Number	Event Date	Initial Response	Action
00001334	DOE, JOHN		11/08/2017	<span style="color: green;">●</span> <span style="color: green;">●</span> <span style="color: green;">●</span>	<input type="button" value="Detail"/> <input type="button" value="Close"/>
0010008	DOE, JANE		09/20/2017	<span style="color: orange;">●</span> <span style="color: orange;">●</span> <span style="color: orange;">●</span>	<input type="button" value="Detail"/> <input type="button" value="Close"/>

**securite.dps.texas.gov says**

This will close the applicant and cannot be undone. Subsequent close will not display this warning. Are you sure you want to close this applicant?

Effective July 1st, 2021, the TX DPS Secure Site - FACT Clearinghouse will auto-close applicants that are in the following worklist(s) after 90 days:

- NEW\_HIT
- NEW\_HIT\_SOR
- NEW\_NOHT
- NEW\_OTHER
- NEW\_SUBSCRIPTION
- NEW\_HIT\_FRB
- NEW\_NOHT\_FRB
- REJECT\_CCH
- REJECT\_FBI
- REJECT\_FBI\_MULTIPLE

The following worklists will not auto-close and will need to be closed by your agency:

- EVENT\_ALL
- EVENT\_CCH
- EVENT\_FRB
- EVENT\_SOR

DPS still recommends closing all worklist items as soon as them. A reminder that the closing an applicant's record from disable subscriptions. To view the current subscription list I recommend the "All Active Subscriptions" from the **qFilter** feature.

If you have any questions, please contact our Fingerprint Service@dps.texas.gov or by phone 512-525-2

**Worklists will show a maximum 500 most recent items per worklist.**

FACT Clearinghouse Home

View Worklists

Search FACT Clearinghouse

Subscription Summary

Clearinghouse Search History

Purchase Credits

Notification Settings

**Additional Resources**

Account Management

New User Sign up

Additional Services

Criminal History Search

Sex Offender Registry

FACT Clearinghouse

CI Rap Back Program

Other Services & Information

**Clearinghouse Support**

Contact Information for Fingerprint Services Unit

- Email Support
- (512) 423-2363

**Clearinghouse Resources**

- FACT Clearinghouse User Guide
- FACT Clearinghouse Search History Guide
- FBI Name Check Instructions
- CJIS Biometric Verification Request Form
- FBI Civil Rap Back User Guide
- Offline Applicant Management User Guide
- FBI Subscription Languages
- FAST Submission Locations
- WS FACT Technical Document

**Worklist Statuses**

Worklist Name	Description	New Applicant Submission	Existing Applicants
CCH_EVENT	Applicants that have a new qualifying event in the Texas Criminal History.	-	Subscribed Only
CONSOLIDATED	Applicants that have been assigned a new SID.	-	Subscribed Only
NEW_HIT	Applicants that has a Texas, FBI or Sex Offender Criminal History.	Yes	Subscribed Only

**Definitions to Worklist** →

If you need the definitions to the worklist, we have definitions under additional resources in the FACT.

# Secure Site

## Clearinghouse – Applicant Detail Page



**RECORD, WILLIAM TEST**

SSN	[REDACTED]
NAME(S)	APRINEL, RESTRICTED @WILLIAM TEST RECORD, WILLIAM TEST (PRIMARY) TEST, JAMES T. TEST, BILL TEST, CLEARINGHOUSE TEST, LARRY TEST, KARENLE TEST, VERA TEST, WILLIAM
BIRTH DATE(S)	1/11/1946 1/11/1946 (PRIMARY) 1/11/1975 7/12/2006
SEX	MALE
RACE	WHITE
ETHNICITY	WSPANIC
DL NUMBER	TX [REDACTED]
FEEL	[REDACTED]
SOCIAL SECURITY NUMBER(S)	[REDACTED]
SCARS, MARKS & TATTOOS	TEST, LARRY SIC, CHEST SIC, CHEST TAP & MARK CA, TEST LO, 1234 SM, TEST TL, TX00000103
MISCELLANEOUS NUMBER(S)	
IDENTIFICATION CARDS(S)	TX [REDACTED]
ACTIVE APPLICANT STATUS	DEPARTMENT OF PUBLIC SAFETY CARTEL ACCESS (TX0236932) DPS DOMESTIC SUPPORT (TX0000000) TEXAS DPS DNA LABORATORY AUSTIN (TX0000000)

**Agency Subscription**

This section displays information about your agency's subscription to this applicant's record. If there is a new Texas Criminal History Event or a new Applicant Submission for your Agency, this will be updated.

NAME	[REDACTED]
DATE OF BIRTH	[REDACTED]
SEX	FEMALE
EVENT DATE	11/16/2018
EVENT CODE	SUBSCRIPTION_NEW
ORI	[REDACTED]
FBI SUBSCRIPTION STATUS	SUBSCRIBED
SUBSCRIPTION ID	[REDACTED]
LAST VALIDATED	07/09/2021 11:27:41

**Criminal History**

This section displays information about the applicant's Texas Criminal History and when available, the applicant's FBI Criminal History.

[Display Texas & FBI Criminal Histories](#)

**Recent Applicant Submissions**

This section displays information about recent applicant fingerprint submissions for your agency or another agency with the same applicant type.

SUBMISSION DATE	07/31/2019
ORI	TX [REDACTED]
NAME	[REDACTED]
BIRTH DATE	[REDACTED]
DL NUMBER	TX [REDACTED]
MMI	[REDACTED]
DPS TCM	[REDACTED]
FBI TCM	[REDACTED]
SEX	FEMALE
ORIGINT	<input checked="" type="checkbox"/> DOMINCHET
FBI/FBI	<input checked="" type="checkbox"/> DOMINCHET

\$1 Viewing Fee

All the information you need to verify all the information on the Detail page. Different identifiers.

Active FBI rapback true and true, this is what you want. When you pull them in it is going to cost you \$1 if you had them fingerprinted that viewing will not cost you for 30days.



# Secure Site



## Clearinghouse - Unsubscribing Navigation Area

- o FACT Clearinghouse
- o Search Fact Clearinghouse
  - o Search by name, SID, DL, or Subscription Key (Identifier from agency)
- o Select Individual
  - o Select "Manage this Records Subscription"
  - o Select Unsubscribe

**Applicant Search**

Read Me  
You can search for applicants directly associated with your organization or for applicants in the FACT Clearinghouse that are indirectly associated with your organization.  
Once an applicant has been found, you may review their Consolidated Response and then optionally subscribe to their record.  
If you are unable to locate an applicant, they may not be part of FACT Clearinghouse or may be under a different name or not accessible to your agency.

Name to Search  
Instructions  
When entering names, do not enter surnames or initials.

Last Name (Required)

First Name (Required)

State of Birth Year

State of Birth Month

State of Birth Day

Your Agency is subscribed to this applicant and will receive notifications for certain events.

**Subscription Detail**

Applicant Purpose (Required)  ⓘ

Subscription Key  ⓘ

# Secure Site

## Clearinghouse - Subscription List



- FRB Subscription Status

NOT ELIGIBLE	The fingerprints submission for the applicant was processed prior to June 1 <sup>st</sup> , 2015 or they were rejected by the FBI. The FRB subscription cannot be created until the applicant is re-fingerprinted and accepted by the FBI.
ELIGIBLE	The fingerprints submission for the applicant is eligible for an FRB. The eligible fingerprints will be submitted to the FBI once the FBI initial response is received or when manually creating a subscription.  The fingerprints that were submitted and did not automatically enroll for the FBI Civil Rap Back Program between June 1 <sup>st</sup> , 2015 and January 15 <sup>th</sup> , 2018 are also eligible. Contact the Fingerprint Services Unit to enroll the applicants to the program. <b>512-424-2474 – Option 6</b>
PENDING	The eligible fingerprints submission from the applicant has been submitted to the FBI to create the FRB subscription.
SUBSCRIBED	Confirmation that the FRB subscription has been established for the agency and is active.

F	G	H
HasTexasSubscription	FRB Subscription Status	FP Date

F	G	H
HasTexasSubscription	FRB Subscription Status	FP Date
Y	NOT ELIGIBLE	1/12/2015 4:51:32 PM
Y	SUBSCRIBED	7/31/2018 7:14:23 PM
Y	SUBSCRIBED	9/15/2020 6:20:32 PM
Y	SUBSCRIBED	8/25/2015 2:35:05 PM
Y	ELIGIBLE	9/23/2016 3:22:30 PM
Y	SUBSCRIBED	7/6/2021 4:45:02 PM
Y	NOT ELIGIBLE	9/16/2013 6:35:29 PM
Y	NOT ELIGIBLE	12/2/2016 3:21:06 PM
Y	SUBSCRIBED	3/9/2021 6:35:46 PM
Y	SUBSCRIBED	8/4/2016 11:38:54 PM
Y	NOT ELIGIBLE	11/10/2010 9:10:32 AM
Y	NOT ELIGIBLE	4/27/2015 4:37:39 PM
Y	SUBSCRIBED	8/10/2020 10:35:34 PM
Y	ELIGIBLE	9/23/2016 3:07:50 PM
Y	NOT ELIGIBLE	9/13/2016 7:35:45 PM
Y	NOT ELIGIBLE	10/25/2010 9:01:47 PM
Y	SUBSCRIBED	8/20/2020 4:52:29 PM
Y	SUBSCRIBED	3/1/2019 2:24:19 PM
Y	SUBSCRIBED	7/15/2019 3:24:30 PM
Y	SUBSCRIBED	8/13/2018 4:16:31 PM
Y	SUBSCRIBED	4/6/2020 9:48:06 AM
Y	NOT ELIGIBLE	5/28/2015 5:18:59 PM
Y	NOT ELIGIBLE	4/22/2016 8:49:02 AM
Y	NOT ELIGIBLE	11/27/2013 12:43:51 AM
Y	ELIGIBLE	9/30/2016 10:11:28 PM
Y	NOT ELIGIBLE	7/16/2016 8:18:05 AM
Y	SUBSCRIBED	3/5/2019 2:19:50 PM
Y	NOT ELIGIBLE	9/21/2010 7:27:13 AM
Y	SUBSCRIBED	11/8/2019 2:27:46 PM

You need to address all the names on your list that have a "Pending" status by calling FSU and you will have to get "Not Eligible" status individuals re-fingerprinted.

# Secure Site



## Clearinghouse – Fingerprints Rejection Message

SUBMISSION DATE 07/07/2018	
ORI	TXSACTVIZ
NAME	[REDACTED]
BIRTH DATE	[REDACTED]
DL NUMBER	[REDACTED]
MNU	[REDACTED]
DPS TGN	[REDACTED]
FBI TGN	E2018
SEX	FEMALE
CRS/CRT	<input type="radio"/> NONE/NONE
FRS/FRT	<input type="radio"/> NONE/NONE
FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED.

Pay Attention to the FBI Text for rejected fingerprints.

FRS/FRT	<input checked="" type="radio"/> DONE/REJECT
FBI TEXT	L0008 - THE QUALITY OF THE CHARACTERISTICS IS TOO LOW TO BE USED., CANDIDATE(S) WERE FOUND. PLEASE RESUBMIT A NEW SET OF FINGERPRINTS FOR COMPARISON TO THE CANDIDATE(S).

FRS/FRT	<input type="radio"/> NONE/NONE
FBI TEXT	L0117 FINGERPRINT IMAGE DOES NOT CONTAIN SUFFICIENT VISIBLE PATTERN AREA IN ROLLED AND/OR PLAIN IMPRESSION BLOCK(S). SEE FINGER(S). 1-10 CANDIDATE(S) WERE FOUND. PLEASE RESUBMIT FOR COMPARISON TO THE CANDIDATE(S).

They go back a second time within 6 months to reprint with no fee. After that they have to start the whole process over. If there is a 2nd reject, they need to request a NB search from FBI.

# Secure Site



## Clearinghouse - Notification Settings

- Navigation Area

- FACT Clearinghouse
  - Notification Settings

FACT Clearinghouse
Home
View Worklists
Search FACT Clearinghouse
Clearinghouse Search History
Purchase Credits
<b>Notification Settings</b>
Offline Applicant Management
Additional Resources

<b>Notification Recipients</b>			
<input checked="" type="checkbox"/> Show only notification recipients with settings			
<b>Notification Recipient</b>	<b>Sub</b>	<b>Data</b>	
Doe, John	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete
Doe, Jane	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Delete
Hippo, Hungry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Delete

- Sub – New Subscriptions.
- Data – Events

# Secure Site



## Clearinghouse Search History

- The FACT Clearinghouse Search History allows agencies to monitor the views that are being processed by their data users on the TX DPS Secure Site. In addition to monitoring the views, it will show which views incurred a fee for your agency.



**Clearinghouse Search History**

**Filter by User**

User Name:  [Look Up](#)

Selected User:

**Filter by SID**

Specify SID:  [Look Up](#)

**Filter by Date**

Search by Month/Range:  Month  Range

Change Time Frame:

Enter a time frame or enter a username/SID to view the records.

Show Only Billable Accesses

User	Applicant Name	SPS_NUM	DOB	Key Text	Access Date	Billed
leatha	RECORD, WILLIAM TEST	02345652	01/01/1965	LD-1234	11/07/2019	✓
isa	RECORD, WILLIAM TEST	02345652	01/01/1965	LD-1234	11/07/2019	
michalah	RECORD, WILLIAM TEST	02345652	01/01/1965	LD-1234	11/07/2019	
stacy	RECORD, WILLIAM TEST	02345652	01/01/1965	LD-1234	11/07/2019	
mamsmason	RECORD, WILLIAM TEST	02345652	01/01/1965	LD-1234	11/07/2019	
smis	RECORD, WILLIAM TEST	02345652	01/01/1965	LD-1234	11/07/2019	

When utilizing any of the search options, a checkmark ( ✓ ) will appear in the column "Billed" for any of the searches that were charged to the agency. Select "Show Only Billable Accesses" to only view the searches that were billed.

# Audit



- TX DPS and FBI Audit – Every 3 years
- 2 Types of audits
- Onsite
  - Split into 2 parts:
    1. Electronic part
      - Electronic questionnaire, electronic records verification, supporting docs requested by auditor
    2. Onsite part.
      - Onsite Inspection
- Electronic Audit
  - All information will be submitted to auditor electronically and will require additional items, an example of this is these audits require pictures of secure areas, workspaces and floor layout.
- Who Should Attend Onsite Audit?
  - Account Supervisor for Secure Site
  - Data Users (optional)
  - IT personnel (optional)
  - If needed, you may include individuals who make the decisions for the agency. (example: Directors, Managers, and Supervisors)
- Time Frame for Audit
  - An onsite audit will average 2 hours long.
    - It can last longer if the agency has additional questions or requires additional training.
  - The electronic process will be assigned a 7-business day deadline to respond to the audit findings.

# Audit



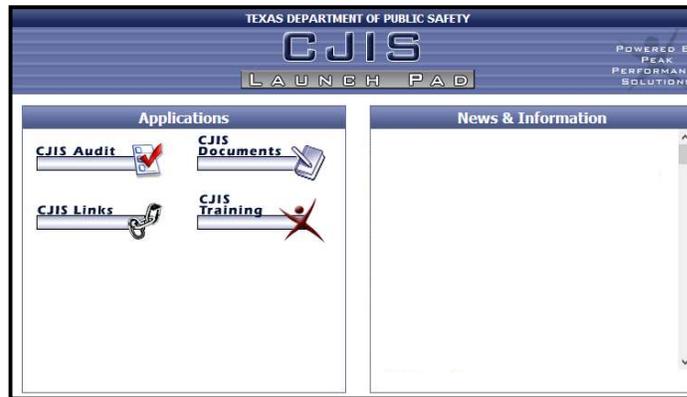
## Compliance Tips

- Become familiar with the Launch Pad.
- Have agency policies regarding the use of CHRI per the Access & Dissemination Policy and the CJIS Security Policy.
- Take the required trainings.
- Keep justification of why CCH was searched for a minimum of audit to audit (3 years).
- Have a procedure for unsubscribing within 3-business days.
- Ensure the security of physical and electronic CHRI.



# CJIS Launch Pad

<https://texas.cjisapps.com/noncrim/launchpad/>



CJ agencies you might have other launchpads this one is specifically for the civil side please make sure you bookmark us as "nonCJ". This launchpad is public and does not have a log in, do not try to google it, it will take you to a different launchpad.

# CJIS Launch Pad - Audit

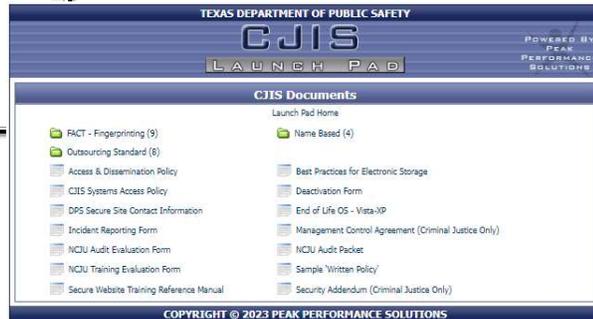
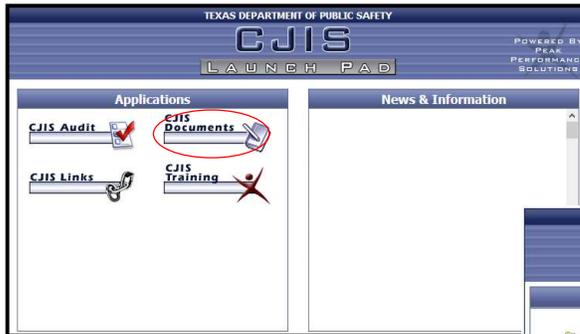


Electronic portion of the questionnaire.

- You are able to log in as many times as you need to complete or view your current or past questionnaires.

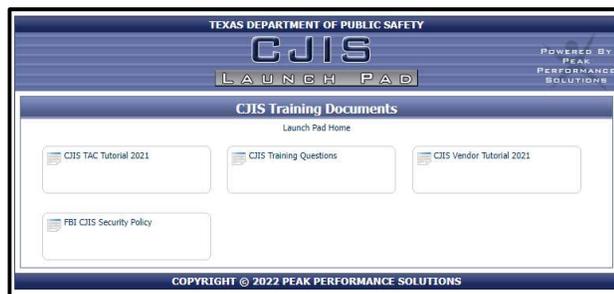
Give us a call if you cannot log in and we can reset your login.

# CJIS Launch Pad - Documents



Recommend printing/saving:  
NCJU Audit Packet  
Sample Written Policy  
Incident Reporting Form  
Contact Information

# CJIS Launch Pad - Training

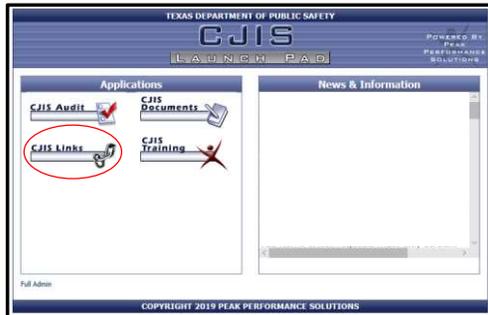


Has TAC Tutorial

After first test completed – system will take over notifications

TAC ADMIN GUIDE is wrong!

# CJIS Launch Pad - Links



CJIS online

# Crime Records Link

http://www.dps.texas.gov



The image shows two screenshots of the Texas Department of Public Safety website. The left screenshot is the homepage, featuring a search bar and a 'Popular Services' section. The 'Crime Records Information (and Enforcement Support)' link is circled in yellow. The right screenshot is the 'Crime Records General Information' page, which lists various services and documents. Two red arrows point to specific links: 'TXI Review' points to 'Review of Personal Criminal History (PDF)' and 'TXE Review' points to 'Review of Personal Criminal History - Employment Purposes (PDF)'. The Texas Department of Public Safety logo is visible in the top right corner of both screenshots.

Has CRD information for us and other CRD units.

## Contacts



### **Criminal History Inquiry Unit**

Email: [NCJU@dps.texas.gov](mailto:NCJU@dps.texas.gov)

Phone: 512-424-2474, option 1 & 2

### **ADB Support Unit**

Email: [ADBSUPPORT@dps.texas.gov](mailto:ADBSUPPORT@dps.texas.gov)

Phone: 512-424-2474, option 5

### **Audit and Training Unit**

Email: [CJS.Audit@dps.texas.gov](mailto:CJS.Audit@dps.texas.gov)

Phone: 512-424-2474, option 3

### **Fingerprint Services Unit**

Email: [Fingerprint.Service@dps.texas.gov](mailto:Fingerprint.Service@dps.texas.gov)

Phone: 512-424-2474, option 6

### **Billing Unit**

Email: [CRS.Billing@dps.texas.gov](mailto:CRS.Billing@dps.texas.gov)

Phone: 512-424-2474, option 4



These all the units that would together to make sure we can assist you.

- **Fingerprint Services Unit:** Helps with fingerprint rejects, problems with the FACT clearinghouse, service codes and FRB status problems.
- **Criminal History Inquiry Unit:** Open/Closes accounts, adds/removes users, unlocks accounts, helps with legislative authority.
- **Billing Unit:** Billing issues if your agency gets billed.
- **ADB Support Unit:** Fingerprinting vendors, locations, complaints, suggestions.

Leave us a review!

